

JPL Remote Access Service

Before you can sign up for Remote Access

Step 1 – You must be in the JPL Directory

JPL Employees are automatically in the JPL Directory and have a JPL Badge Number because the JPL Directory is fed from information from JPL Human Resources (HR) and New Business Systems (NBS).

JPL Affiliates (Everyone else) are entered into the directory by a “sponsorship” process where a JPL Employee or “Sponsor” (either a Contract Manager or an individual seeking to provide an external user access to JPL IT Resources) fills out a set of forms to sponsor a user into the JPL Directory. This process gives the user a JPL Badge Number and entry into the directory.

Note: It is important to work with JPL Security and Protective Services to verify your US person status or when you try to sign up for JPL Services such as Remote Access you will look like a non-US person and only have limited access to resources.

[Sponsoring an External User](http://rules.jpl.nasa.gov/cgi/doc-gw.pl?DocID=63232)

<http://rules.jpl.nasa.gov/cgi/doc-gw.pl?DocID=63232>

Check [Find Badge and Username](http://dir.jpl.nasa.gov/lookup/finger/badge-username.html) to confirm that you are listed in the JPL Directory.

<http://dir.jpl.nasa.gov/lookup/finger/badge-username.html>

Step 2 – You must have and know your JPL Username and Password

With your JPL Badge Number go to the site below to get a JPL Username and Password once you are in the Directory.

<http://sec.jpl.nasa.gov/startup/jpl.html>

Users who have been sponsored will need their JPL Sponsor to do this for them.


Sponsors will need to get the JPL Username and initial JPL Password for those user whom they have sponsored into the JPL Directory. Sponsored users should change their password immediately and set their Challenge/Response entry in the directory (signing up for Remote Access will require that you set this). This will allow a sponsored user to call 4-HELP at any time to reset their JPL Password over the telephone providing they respond correctly to the Challenge. Using this new feature of the JPL Directory, Sponsors only have to deal with the initial password and the sponsored user can reset it themselves after that.

Note: Passwords cannot be sent via email to non JPL or Caltech email addresses.

Step 3 – You must have an email address in the JPL Directory

Using your JPL Username and Password, go to the RAS Account Manager and check the status of your account.

Make sure you have an email in the email address field.

<http://ras.jpl.nasa.gov> (Click on the  button)

If this field is blank, you (or your sponsor on your behalf) must send an email to noc@jpl.nasa.gov with your badge number and your email address requesting that your JPL Directory entry be updated with this email address.

Step 4 – You should know your JPL Manager

If you know the JPL manager to whom you would like to route your RAS request for approval, you are ready to sign up for the JPL Remote Access Service at

<http://ras.jpl.nasa.gov>.

If you do not know, ask your JPL Sponsor for clarification as to how to route your RAS account approval request (i.e. which JPL Manager to send it to).

All affiliates will be presented with a “pick list” of managers in their organization. If it is more appropriate for your Project Manager to approve your request for Remote Access you can enter their badge number or JPL Username as an alternative to the “pick list”.

For Questions about the RAS Account Manager and account process please call 4-HELP (818-354-4357), Option #3 or send email to noc@jpl.nasa.gov.